Kenwood House Explainer Volunteer
Role Description

Why does English Heritage need my support?
We are looking for friendly and enthusiastic people to help our visitors to understand and enjoy their visit to Kenwood House.

How much time will I be expected to give?
We are looking for people who can regularly volunteer, ideally for four sessions per month or one session a week. The sessions available are:

- 9.45am to 1.15pm
- 1pm to 5pm
- 9.45am to 5pm (this will count as two sessions and includes a complementary lunch)

We ask all volunteers to attend a recruitment session followed by an induction/training session before they begin volunteering.

Where will I be based?
Kenwood House
Hampstead Lane
London
NW3 7JR

What will I be doing?
Based in the magnificent rooms at Kenwood House you will:

- Provide a warm and friendly welcome for all visitors.
- Help convey the story of Kenwood by actively engaging with visitors in answering their questions, telling stories about the house or collection, and helping with family trails.
- Help preserve and protect the collection
- Attend relevant training courses and workshops to increase your knowledge of the house, estate and collection.

What skills, qualities and experience do I need?
We need people who:

- Have a friendly, enthusiastic manner and enjoy dealing with people from all walks of life.
- Have confidence in their ability to communicate well with all age groups.
- Are keen to learn more about Kenwood’s history.
- Are happy to be on their own in our rooms with members of the public.
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What support and training will I receive?
- Core training and role specific training will be given.
- Explainers will be given clear guidance on how to address security or safety issues and will always have access to a member of English Heritage staff.

What will English Heritage expect from me?
- To be the friendly face of English Heritage and deliver excellent customer service.
- To be reliable in attendance and dependable.
- Help us maintain the highest standards of presentation at our sites and properties.
- To wear English Heritage volunteer uniform where provided.
- Help us protect our properties and collections by understanding and following our security and safety procedures.
- Maintain good working relationships with staff, other volunteers and members of the public.
- Attend appropriate training and learn about the work of English Heritage.
- Observe organisational policy and procedures.
- Safeguard confidential information about English Heritage and let us know about anything relating to your role or the work of English Heritage that you think might be controversial.
- Any documentary or other material (including any copyright applying thereto) you are provided with or which is created by you in respect of your volunteering will be the property and copyright of English Heritage (unless otherwise agreed in writing).

What can I expect from English Heritage?
- A welcoming and enjoyable experience.
- To be treated fairly and with respect.
- Recognition and appreciation for your contribution.
- A full induction and training programme with on-going support.
- A volunteer pass allowing free entry to English Heritage properties is available on completion of 60 hours and four months of volunteering.
- Reimbursement of reasonable travel costs between home and volunteering location within agreed limits.
- A certificate to demonstrate work carried out for English Heritage is available on request to show future employers or further education providers.
- You will be covered by English Heritage’s own indemnity arrangements in respect of all liabilities that may result from your appointment as a volunteer.